Cavalier®

A PAETEC Company

PHONE USER GUIDE

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VOICE MAIL

Voice Mail answers your calls when you are unable to reach the phone. Your robust voice mail system has a message capacity of 30 minutes and allows for remote message access. Messages will be stored for 25 days.

Set Up Your Voice Mail

- Dial the Voice Mail access number that corresponds with your area.
- Press **#** when the greeting begins. You will then be asked for your mailbox number. The mailbox number is your 10-digit telephone number.
- Enter your temporary password followed by the **#** key (your temporary password is the last 4 digits of your telephone number).
- Enter a new password (between 4 and 8 digits) followed by the **#** sign. The system will read it back to you for confirmation.
- Record a name announcement. This is the identity of the voice mailbox as it will be played to you when you call to retrieve your messages. A person calling your voice mailbox will not hear the name announcement unless you choose the automated greeting.
- Record a greeting prompting callers to leave a message. This is the recording a caller will hear when they reach your voice mailbox.

To Check Your Messages From Home

- Dial the Voice Mail access number that corresponds with your area.
- Listen to the recorded name.
- You will be prompted to enter the mailbox password.
- You will then hear the main menu.

To Check Your Messages From A Remote Location

- Dial the telephone access number that corresponds with your area (found in this guide).
- At the greeting, press **#** and enter your 10-digit phone number (area code + phone number).
- Follow the voice prompts.

VOICE MAIL

Voice Mail Access Numbers

DELAWARE	
Kent County	**302.389.4090**
New Castle County	**302.221.4090**
Sussex County	**302.330.4090**

GEORGIA and MICHIGAN	
All	**866.400.8660**

MARYLAND	
Baltimore	**443.919.4090**
D.C. Area	**240.361.4090**
Elkton	**443.374.4090**
Salisbury	**443.664.4090**

NEW JERSEY	
Atlantic City	**609.887.4090**
Berlin	**856.306.4090**
Blackwood	**856.290.4090**
Burlington (Willingsboro)	**609.232.4090**
Camden	**856.576.4090**
Cherry Hill	**856.348.4090**
Cinnaminson	**856.314.4090**
Collingswood	**856.957.4090**
Glassboro	**856.243.4090**
Marlton	**856.817.4090**
Mercerville	**609.245.4090**
Milville	**856.413.4090**
Moorestown	**856.996.4090**
Mount Holly	**609.354.4090**
Pennsville	**856.851.4090**
Pleasantville	**609.872.4090**
Princeton	**609.681.4090**
Runnamede	**856.961.4090**
Trenton	**609.475.4090**
Vineland	**856.641.4090**

NEW YORK	
Buffalo	**716.464.4090**
Syracuse	**315.530.4090**

OHIO	
All	**877.730.3644**

PENNSYLVANIA	
City of Philadelphia	**267.925.4090**
	267.232.4090
	267.803.4090
Exton, Kennet Square, Paoli, West Chester	**484.736.4090**
Pittsburgh	**412.482.4090**
Suburban Philadelphia	**484.438.4090**
	484.586.4090

VIRGINIA	
D.C. Area	**240.361.4090**
Fredericksburg	**540.604.4090**
Northern Virginia	**571.323.4090**
Richmond	**804.422.4090**
Tidewater	**757.248.4090**
Williamsburg	**757.476.4090**

SPEED DIALING

Speed Dialing provides easy and immediate access to 8 important telephone numbers. You can connect in an instant by dialing one digit instead of seven or ten digits.

To Record, Add Or Change A Number

- Lift the receiver and listen for dial tone.
- Press ***74** (some areas may require **74#**).
- Wait for the dial tone.
- Dial the one-digit speed dial code (between 2 and 9) that you would like to assign to a particular phone number.
- Enter that particular telephone number. Two short tones will confirm your request.

When entering a number requiring an area code, you must enter 1, plus the area code, followed by the number.

To Speed Dial A Number

- Lift the receiver and listen for dial tone.
- Press the speed dial number (2-9) followed by the ***** key or **#** key (depending upon your city).
- You will hear the dialed number ringing.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection allows you to reject callers whose name and/or telephone number are blocked from a Caller ID device. When activated, the anonymous caller is redirected to an automatic denial announcement. Callers are given the option to “unblock” their information and try the call again.

Instructions

- Lift the receiver and listen for dial tone.
- Press ***77** (***88** in NJ & DE) and listen for confirmation tone.

To cancel this feature

- Lift the receiver and listen for dial tone.
- Press ***87** and listen for confirmation tone.

CALL WAITING

Call Waiting provides you with the ability to take a second call without disconnecting from your original caller.

Instructions

- You will hear a tone indicating that a second caller is on your line. Press the receiver hook or flash button once.You are now connected to the second caller.
- Upon completion of the second conversation, press the receiver hook or flash button. You are now reconnected to caller 1.

If you hang up the phone, instead of pressing the receiver hook or flash button, your phone will begin to ring, alerting you to pick up and resume talking to caller 1.

Call Waiting Cancel

Call Waiting Cancel allows you to disable the call waiting feature for the duration of a telephone call.

Instructions

- Lift the receiver and listen for dial tone.
- Press ***70**. You will hear confirmation tone followed by dial tone.
- Dial the number you wish to call.

Call waiting will be automatically reactivated when you hang up.

CALL BLOCKING

Call Block allows you to select up to 6 phone numbers from your local calling area to be blocked from reaching you. Once activated, all future calls from blocked numbers will be routed to a recorded message.

Instructions

- Lift the receiver and listen for dial tone.
- Press ***60** and follow the prompts.
- To deactivate, press ***80** and follow prompts.

THREE WAY CALLING

Three-Way Calling allows you to create a conference call with three parties. This feature can be used during any call, regardless of which party originated the first call. Local & LD charges may apply.

Instructions

- Dial the first person (or answer an incoming call).
- While on the line with the first caller, press the receiver hook or flash button once.
- After three short tones and a dial tone, dial the number of the person you want to add.
- After the third party is on the line, press the receiver hook or flash button once. You will be on the line with both callers. If the third party does not answer, or if the line is busy, press the receiver hook or flash button two times to reconnect to your first caller.
- To disconnect the third party from the call, press the receiver hook or flash button once.
- Either of your callers may hang up at any time, and you will remain connected to the other caller. To disconnect from both callers, simply hang up.

Regional toll or long distance charges may apply.

CALLER ID

Caller ID displays the name and number of the incoming caller on the phone or caller ID device, and provides a convenient way to manage and track your incoming calls.

Caller Identity Suppression (*67)

Caller Identity Suppression allows you to temporarily block delivery of both your telephone number and name to Caller ID equipment. This feature is then active only for the current call.

Instructions

- Lift the receiver and listen for dial tone.
- Press *67 and listen for sequence of tones, followed by a dial tone. This confirms your calling identity has been suppressed.
- Continue to dial the number.

CALL FORWARDING

Call Forwarding allows you to redirect incoming calls to another phone number. You can change or program your forwarding number only from your home phone. Local and LD charges may apply.

Instructions

- Lift the receiver and listen for dial tone.
- Press ***72** (some areas may require **72#**).
- Listen for dial tone.
- Dial the 10-digit number telephone number to which calls are to be forwarded.
- The phone you are forwarding to will ring to confirm your request. To activate this feature, the call needs to be answered. If the number is busy or the call is not answered, hang up and repeat the steps above.
- Your calls will be forwarded until you deactivate the forwarding arrangement.

When activated, incoming calls will be indicated by a partial ring to remind you that the line is forwarded.

Deactivation

- Lift the receiver and listen for dial tone.
- Press ***73** (some areas may require **73#**).
- You will hear confirmation tone.
- Hang up.

If you forward calls to a telephone number that is long distance, those charges will automatically appear on your monthly statement.

REMOTE CALL FORWARDING

Remote Call Forwarding provides you the ability to program call forwarding from any location by dialing into a specific number, entering a PIN, and the desired forwarding number. Local and LD charges may apply.

Instructions

- Dial the Remote Call Forwarding Access Number that corresponds with your area (found in this guide).
- Entering in your own 10-digit telephone number (the number you are forwarding) and your PIN number. Your PIN number is usually 1234 unless you requested that it be changed.
- You will be prompted for a feature code. Press ***72** (some areas may require **72#**). This activates call-forwarding.
- Dial number you wish to forward calls to followed by **#**.
- The phone you are forwarding to will start to ring.
- When the receiving number is answered, call forwarding is enabled.
- If the call forwarded number is busy or no one answers, you must repeat these steps.

Remote Call Forwarding Access Numbers

DELAWARE	
Kent County	**302.389.1234**
New Castle County	**302.221.1234**
Sussex County	**302.330.1234**

GEORGIA	
All	**678.681.0500**

MARYLAND	
Baltimore	**443.919.1234**
D.C. Area	**240.361.1234**
Elkton	**443.374.1234**
Salisbury	**443.664.1234**

MICHIGAN	
Byron Center	**616.730.0500**
Northville, Saginaw, Lansing, Grand Rapids	**866.670.0501**
Roseville	**586.222.0500**
Royal Oak	**248.556.0500**
Southfield	**248.200.0501**
Walled Lake	**248.313.0500**

REMOTE CALL FORWARDING

NEW JERSEY	
Atlantic City	**609.887.1234**
Berlin	**856.306.1234**
Blackwood	**856.290.1234**
Burlington (Willingsboro)	**609.232.1234**
Camden	**856.576.1234**
Cherry Hill	**856.348.1234**
Cinnaminson	**856.314.1234**
Collingswood	**856.957.1234**
Glassboro	**856.243.1234**
Marlton	**856.817.1234**
Mercerville	**609.245.1234**
Milville	**856.413.1234**
Moorestown	**856.996.1234**
Mount Holly	**609.354.1234**
Pennsville	**856.851.1234**
Pleasantville	**609.872.1234**
Princeton	**609.681.1234**
Runnamede	**856.961.1234**
Trenton	**609.475.1234**
Vineland	**856.641.1234**

NEW YORK	
Buffalo	**716.464.1234**
Syracuse	**315.530.1234**

OHIO	
All	**888.548.5364**
Alternate	**888.681.5364**

PENNSYLVANIA	
City of Philadelphia	**267.925.1234**
	267.232.1234
	267.803.1234
Exton, Kennet Square, Paoli, West Chester	**484.736.1234**
Pittsburgh	**412.482.1234**
Suburban Philadelphia	**484.438.1234**
	484.586.1234

VIRGINIA	
D.C. Area	**240.361.1234**
Fredericksburg	**540.604.1234**
Northern Virginia	**571.323.1234**
Richmond	**804.422.1234**
Tidewater	**757.248.1234**
Williamsburg	**757.476.1234**

LAST CALL CONNECT

Last Call Connect provides you with information regarding your last incoming call, and the option to dial the caller back. Last Call Connect also works if you have Call Waiting, and hear a second call, but don't want to interrupt your conversation.

Instructions

- Lift the receiver and listen for dial tone.
- Press ***69**. The system will announce the number, date and time of the call, and prompt you to press **1** if you want to call that number back.

If the line is busy

- Listen for confirmation tone.
- Hang up.
- The system will attempt to complete your call for up to 30 minutes.
- When the call can be completed, your telephone will ring.

REPEAT DIALING

Repeat Dialing will automatically dial a busy number for up to 30 minutes. Once the line is free, Repeat Dialing will alert you with a ring and connect you automatically.

Instructions

- After reaching a busy signal, press the receiver hook or flash button.
- Listen for dial tone.
- Press ***66**.
- Listen for confirmation tone.
- You will hear an automated voice telling you Repeat Call will attempt the connection.
- When the number is free your phone will ring.

PAYMENT OPTIONS

Pay by Phone

800.609.2799 (follow prompts)

Pay Online

Conveniently with your Visa, MasterCard, American Express, Discover or Check.
www.cavtel.com/paymybill

Pay by Mail

P.O. Box 9001111
Louisville, KY 40290-1111

Pay by Cash

At any MoneyGram, Western Union, Global Express or CheckFree location.

- For MoneyGram locations call 800.666.3947 or visit **www.moneygram.com**
- For Western Union locations call 800.325.6000 or visit **www.westernunion.com**
- For Global Express locations call 800.989.6669, option 3
- For CheckFree locations call 800.309.7668 or visit **www.checkfreepay.com**

Make Automatic Payments

Complete Online Application at
www.cavtel.com/paymybill

- Credit Card Payment (print and fax to 804.422.4513)
- Direct Debit Payment (print, attach voided check and mail to the address on the form)

Paperless Billing

View your bill online and sign up for paperless billing at **www.cavtel.com/mycavtel**

Billing Inquiries

800.291.9699

CUSTOMER CARE

Website

http://support.cavtel.com	Feature Guides, High-Speed Internet Installation Instructions and more.

Customer Care Support

Hours of Operation:	M-F 8am to 8pm Sat 8am to 4:30pm
Phone:	800.291.9699 877.422.0270 (Spanish)
Email:	residentialinfo@cavtel.com

Changes or modifications to existing accounts can only be made by primary account holder or secondary users on the account by calling Customer Care.

New Sales

Hours of Operation:	M-F 8am to 8pm
Phone:	866.4CAVTEL

Repair

Hours of Operation:	24 hours, 7 days a week
Phone:	866.221.1063
Online Chat:	http://support.cavtel.com

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